

P19115:A16

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

Group Art Unit : 2642

Appl. No. : 09/578,723

Examiner : W. J. DEANE Jr.

Filed : May 26, 2000

Confirmation No. : 7932

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S  
GOALS AND BEHAVIORS WITHIN A CUSTOMER SERVICE  
CENTER ENVIRONMENT

**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**

Commissioner for Patents  
U.S. Patent and Trademark Office  
Customer Service Window, Mail Stop AMENDMENT  
Randolph Building  
401 Dulany Street  
Alexandria, VA 22314

Sir :

In accordance with the duty of disclosure under 37 C.F.R. §1.56 and §§1.97-1.98 and supplemental to the Information Disclosure Statements that were filed on April 25, 2005, November 12, 2004, March 30, 2004, March 15, 2004, August 20, 2001, April 13, 2001, November 29, 2000, and August 28, 2000, applicants call to the Examiner's attention the following documents that were listed on a PTO-892 form in an Office Action mailed on April 26, 2005, with respect to commonly assigned U.S. Patent Application No. 09/578,904;

U.S. Patent No. 6,483,523;

U.S. Patent No. 5,999,908;

U.S. Patent No. 5,974,253;

U.S. Patent No. 5,790,117;

06/07/2005 HALI11 00000056 09578723

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186.00 DP

U.S. Patent Application Publication No. 2003/158655; and

LIEBERMAN, H., et al., "Let's Browse: A Collaborative Web Browsing Agent," 5-8 January 1999, Proceeding of IUI 99, CPP Conference Paper, 5 pages.

Applicants also bring the Examiner's attention U.S. Patent No. 6,487,277.

Further to 37 C.F.R. §1.98 (a)(2)(ii), copies of the U.S. patents and the U.S. patent application publication are not enclosed. However, if any copies are needed, the Examiner is respectfully requested to contact the undersigned.

Applicants respectfully request that the Examiner consider the above material and cite the same. A copy of the above-noted article is attached and all of the documents are listed on the attached PTO-1449 Form. The Examiner is requested to initial the appropriate spaces on the attached Form and to return a copy of the completed Form to applicants with the next official communication in the present application.

Further, applicants note that since this Supplemental Information Disclosure Statement is being submitted subsequent to the issuance of an Office Action on the merits, applicants have included a check in the amount of \$180.00 to cover the fee set forth in 37 C.F.R. §1.17 (p). The Commissioner is authorized to charge payment of any necessary additional fees associated with this communication or credit any overpayment to Deposit Account No. 19-0089.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully Submitted,  
Robert R. BUSHEY et al.

Reg. No. 40,063



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June 3, 2005  
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FORM PTO-1449

U.S. Department of Commerce  
Patent and Trademark OfficeAtty. Docket No.  
P19115Application No.  
09/578,723INFORMATION DISCLOSURE STATEMENT  
BY APPLICANT

(Use several sheets if necessary)

Applicant  
Robert R. BUSHEY et al.Filing Date  
May 26, 2000Group  
2642

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	6 4 8 3 5 2 3	11/2002	FENG			
	5 9 9 9 9 0 8	12/1999	ABELOW			
	5 9 7 4 2 5 3	10/1999	NAHABOO et al.			
	5 7 9 0 1 1 7	08/1998	HALVIATTI et al.			
2003/	0 1 5 8 6 5 5	08/2003	OBRADOVICH et al.			
	6 4 8 7 2 7 7	11/26/02	BEYDA			

## FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

1	LIEBERMAN, H., et al., "Let's Browse: A Collaborative Web Browsing Agent, " 5-8 January 1999.

EXAMINER

DATE CONSIDERED

\*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.